



Connecting

Creating A New Mental Health Service Delivery System for Our City

August 2004

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DMH to Train Consumers as Certified Peer Recovery Specialists

The DMH Adult Services Division is in the process of developing a training initiative to teach qualified consumers the necessary skills to become Certified Peer Recovery Specialists. **Linda Kaufman, Director of the Adult Services Division**, said that this initiative is an extension of the Mental Health Rehabilitation Services Provider Certification Standards. "Some of the best providers of mental health services are those who really know from the inside what works and what doesn't," said Ms. Kaufman.

Program participant William Darrell Peterson said, "I see it as an opportunity for those who are most impacted by the system to now benefit from the process of being a participant in what and how things are being done. I look forward to sharing and learning how to develop strategies of recovery for myself that will help me and my peers."



Summer Youth Employee LaTricia Parker learns about adult services from Linda Kaufman

DMH is recruiting consumers and providers to participate in this initiative. An initial group of 15 consumers will complete a two-week training session. Upon completion of the training, consumers must possess skills and knowledge in activities involving daily living, treatment, education and advocacy, as well as billing and maintaining case notes. The Peer Recovery Specialist will assist with Community Based Intervention, Assertive Community Treatment, and Community Support services offered by provider agencies.

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Soon All DCCSA Services to be Community-Based



This month the DC Community Services Agency completes moving its Day Program from St. Elizabeths Hospital to 35 K Street, NE and 33 N Street, NE. Starting September 5, all pharmacy services will be community-based through the two DCCSA pharmacies, neighborhood pharmacies and pharmacies in local supermarkets.

"When the pharmacy at 'R' Building closes September 3, we will be

able to say the DCCSA truly is a *community-based* mental health service provider," said CEO Juanita Price.

Consumers have several options for their pharmacy needs. Medicaid-eligible consumers may use any neighborhood or supermarket pharmacy. Consumers may fill their prescriptions at either of the two DCCSA pharmacies: 35 K Street, NE pharmacy or the 1125 Spring Road, NW pharmacy, which are open 8:30 am-5 pm on weekdays.

Consumers who receive mental health services through the Community Support Center and Assertive Community Treatment Center at 3861 Alabama Avenue, SE, may have their prescriptions faxed to either of the DCCSA pharmacies. Prescriptions will be filled within 24 hours and consumers must bring their original prescription(s) with them to receive their medication. For further information, call Pharmacy Services Director Ruth Smith-Landry at (202) 576-5703.

Message from Martha B. Knisley, Director

CPEP News

I am pleased to announce important changes in the administration of the DMH emergency/crisis program that will improve care. Effective August 7, 2004, **Alexis Haynes, LICSW**, assumed the administrative oversight of the Comprehensive Psychiatric Emergency Program (CPEP). Ms. Haynes will continue as Director of the Division of Care Coordination, which includes the 24-hour Access HelpLine. Ms. Haynes has demonstrated effective administrative and clinical leadership and she will bring these skills to the management of CPEP.

The change in administrative reporting relationship will improve the coordination and continuity of care provided to consumers presenting for crisis/emergency services, increase the timeliness of dispositions for persons in crisis, reduce duplication between Care Coordination and CPEP and facilitate DMH's exercise of its oversight of the services that community services providers are required to provide to consumers to assist in avoiding crisis. This Care Coordination will extend to patients wherever they present—either the community, in hospital emergency departments or at CPEP.

This shift is being made now as a result of reviewing patient flow and operations, the resignation of Kevin Elphick, the former CPEP Director, and the need to combine the work of CPEP with the Access HelpLine to streamline operations and prepare the system for becoming more mobile in response to requests from hospitals to provide more support in emergency rooms. Ms. Haynes will operate both programs for 90 days while we evaluate further the structure we need to operate the crisis/emergency program.

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Participants in this year's Ward 1 and Ward 7 Summer Youth Mentoring Program met with Mayor Williams, August 6, as their last field trip of the summer.

Bet You Didn't Know DC Information Fairs

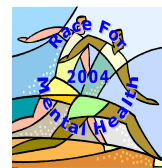
★ ★ ★ The Government of the District of Columbia Human Services Cluster agencies, in partnership with various businesses and nonprofit organizations, will provide a number of free services to District residents at several information fairs. "*Bet You Didn't Know*," the theme for the fairs, is designed to make DC residents aware of the wide array of free services available to residents of all ages and economic backgrounds.

The fairs will take place on the following Saturdays from 10 am-3 pm

- **August 28**
Edgewood Terrace, NE
- **September 25**
Benning Terrace, NE;
- **October 9**
River Terrace, NE
- **October 16 at Marie Reed**
Learning Center, NW

DC Government Changes Internal Dialing System

The DC government is transitioning to a "9-plus-seven" dialing for all internal calls. This means that when calling another DC government office or employee from a DC government telephone, you must dial a "9" before the complete 7-digit telephone number, e.g. "9-727-1000." Some five-digit calls will still go through as the new dialing plan is phased in over the next few months.



**Get Ready, Set
and Go...**

**DC Community Services Agency
11th Annual Walk-Run
October 16, 2004
Rock Creek Park
Register early!**

For more information visit the
DMH web site at
www.dmh.dc.gov

More Than Fun and Games at Recreation Centers

Recreation centers are the source of lots of fun for many youth year round. This summer the centers were so much more. DMH staff visited several recreation centers and engaged campers and summer youth employees in interactive conversations on mental health. They talked about the meaning of mental health, making good choices, bullying, loss and grief and much more. Approximately, 300 young children, teenagers, summer youth employees and counselors participated in the DMH summer outreach program at six recreation centers— Ferebee Hope in Ward 8, Rosedale and Greenleaf in Ward 6, Takoma in Ward 4, ParkView and Kalorama in Ward 1.



As happy as they were to enjoy fun programs at the centers, many of the youth took advantage of the DMH presence to talk about life around their neighborhoods. Gang violence, drug addiction, and youth murder were topics very familiar to many of the participants. Still, the recreation centers provided the young people with a pleasant diversion to some of their issues. To help with their issues, the youth were encouraged to call the DMH hotline at 1-866-245-6340.

The Early Chapters Launches Children's Literacy Project DC Employees to Volunteer through "Read with Me"



Mayor Anthony A. Williams announced recently the launch of "Read with Me," a project designed to engage DC government employees in children's literacy programs. "Read with Me" is a component of The Early Chapters, a collaborative child literacy program designed to increase community involvement in local childhood literacy programs that are administered by Serve DC.

In his 2004 State of the District Address, Mayor Anthony A. Williams challenged District residents to join him in an education renaissance that will galvanize government, community and civic resources to transform DC into a City of Learning. The cornerstone of this renaissance is literacy.

"The District is in a literacy crisis. We must mobilize our resources to help our children learn how to read," Mayor Williams said. "I am strongly encouraging District employees to get involved and make a difference in the life of a child."

The "Read with Me" project will match city employees as literacy mentors with pre-school and early elementary age children. More than 15 District agencies have pledged their support for the "Read with Me" project and more are expected to get involved in coming months. The goal is to ensure that all children in the District of Columbia will read at or above grade level by third grade.



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DC Action for Children Ward 7

Council Candidate Forum
Wednesday, August 25
6 pm—8 pm

Richard England
Police Boys & Girls Club
Clubhouse #14
4103 Benning Road, NE
202-234-9494

DMH is a forum co-sponsor.

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Training to Certify Peer Recovery Specialists

To be eligible to participate in this training initiative, consumers must meet the following criteria:

- Be residents of the District of Columbia;
- Be recovery-oriented consumers of mental health services in the District of Columbia;
- Possess a high school diploma, GED or equivalent life experience; and
- Demonstrate interpersonal and writing skills.

Agencies providing Mental Health Rehabilitation Services (MHRS) are needed to employ Certified Peer Recovery Specialists in full or part-time positions upon graduation. Agencies will be able to bill for services provided by Certified Peer Recovery Specialists as outlined in the Mental Health Rehabilitation Services Provider Certification Standards, Chapter 34, Title 22. Agencies participating in the initiative will receive technical assistance from DMH to facilitate the assimilation of Certified Peer Recovery Specialists into the agency's overall staff structure.

For more information on this initiative, contact Linda Kaufman, Director of Adult Services at (202) 671-3152 or email at Linda.Kaufman@dc.gov.

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Director's Message

I want to acknowledge CPEP employees who work 24/7, caring for people with the most challenging expressions of mental illness, sometimes accompanied by alcohol and drug abuse. I want to take this opportunity to wish Ms. Haynes well and to thank Mr. Elphick for leading CPEP through the transition to a fee-for-service operation.

Court Monitor's Semi-Annual Report to the Court

Court Monitor Dennis Jones released his July 2004 report to the U.S. District Court on our work to implement the Court-ordered Plan for the District's public mental health system and the status of performance measures associated with the exit criteria to lift the Dixon suit.

The report documents considerable progress made by DMH and the provider network to build the new infrastructure to deliver community-based services. "The Court Monitor agrees with the summary comments from HSO [Human Systems and Outcomes]: 'When one considers the developmental milestones that a system must achieve to create the basic structure and foundation to support high quality consistent delivery of services, DMH is about on schedule for this stage of system reform.'"

Last month, we began rolling out the "Year of Improving Practice" message, which will transform our service delivery system to achieve the 80 percent performance target required by Exit Criterion #3: Demonstrated Planning for and Delivery of Effective and Sufficient Consumer Services. In meetings with adult and child/youth providers, as well as with advocates, consumers and other stakeholders, we outlined the steps to be taken, starting in FY 2005, to develop individualized services that meet consumers' recovery or resilience goals.

The Court Monitor also noted that the exit criteria will be used as "... the major focus in D.C. Council oversight hearings, 2005 budget presentations and in the DMH's performance-based budgeting documents. This is seen as a major developmental milestone because it clearly aligns the Department's goals (and individual managers' accountability) with the ultimate goals of Dixon."

He wrote that a major lesson of "... class action suits across the country is that the ultimate success is directly dependent upon the degree to which there is a true sense of shared vision, common goals and agency priorities."

For the Court Monitor's full report, please click on:

www.dmh.dc.gov/pdfs/court_monitor_report.pdf

Code Orange

Finally I would like to take a moment to ask that each of us make certain that our families are prepared in the event we have a terrorist incident here in the city. At the same time, let's remind ourselves as Washingtonians we can and should resist interrupting our daily lives out of fear of the unknown.



Eva Ramsey, School Mental Health (SMH) Program, participated in a youth mentor/summer employment program in Ward 7 on Monday, July 12.

Nicole Blass, SMH, and John Graham, DCCSA, played a true and false mental health game with young children at the King-Greenleaf Recreation Center in Ward 6 on Tuesday, July 20. Ms. Blass also participated in the *Block Party Explosion* in Ward 1 on Saturday, July 24.

Amy Mack, SMH, spoke during the Institute of Mental Health Conference at George Washington University on Wednesday, July 28.

James DelGiudice, SMH, conducted numerous counseling sessions and "Good Touch/Bad Touch" presentations at Gibbs Elementary School in Ward 6 throughout July.

Desi McClure, SMH, conducted presentations on peer pressure and bullying at Fletcher Johnson Elementary School and a mentoring program in Ward 7 in July and August.

Jackie Richardson, SEH Social Work Department, coordinated information for *Fight Back* and *National Night Out* community activities in Ward 8 on Thursday, July 29, and Tuesday, August 3.

Charneta Scott, SMH, is participating in the Curfew Center in Ward 1 which is part of Mayor Williams' Juvenile Unauthorized Use of Vehicles Initiative throughout August.

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Voter Registration is Empowering for Consumers



Seated (l to r): Sharon Wise, Adrienne Williams and Belinda Douglas. Standing (l to r): Yvonne Smith, Gregory Hemby, Yvonne Keys and Gerald Stokes. Not pictured: Angela Williams.

In a comprehensive effort to register mental health consumers to vote, the Office of Consumer and Family Affairs mobilized recovery specialists to educate consumers on the benefits of voting. **Yvonne Smith, Special Projects Coordinator**, said that voter registration is more than an opportunity to participate in an election. She said, "For many mental health consumers registering to vote is about empowerment, self-determination and recovery."

At St. Elizabeths Hospital, Ms. Smith and the recovery specialists visited 10 units and distributed literature and registration mailers. They also conducted a large group workshop in the treatment mall. **SEH Director of Social Work Jackie Richardson** said that the voter registration team was well received by patients and staff who asked for flyers to give to patients who were off the units at the time.

Ms. Smith said that the team visited 16 sites distributed approximately 3,000 voter registration forms and helped 174 consumers complete the form.

DMH is Serious about Customer Service

This is what someone should expect when contacting the Department of Mental Health:

- A response to written correspondence (e-mailed to an address on the DMH Web site – www.dmh.dc.gov – or mailed to the Department) within two business days. If DMH cannot provide a complete response within two business days, the Department should acknowledge the correspondence within two business days.
- 100 percent of *DMH units' voicemail greetings* will include the Department and unit names, the hours of operation, the number to dial for immediate assistance, options for the caller to use (DMH Web site address and fax number), and that the call will be returned within 24 hours or the next business day.
- 100 percent of *DMH employees' voicemail greetings* will include their name and title, unit name, a phone number to call for immediate assistance and that the call will be returned within 24 hours or the next business day.
- 100 percent of *calls received* by the Department and by DMH employees will be answered within 24 hours of receiving the call.

It's election season again, and there are very specific rules to follow as District government employees. For details about what is and is not allowed under the Hatch Act, check http://www.dmh.dc.gov/pdfs/DC_OfficialCode_1-1106-51.pdf http://www.dmh.dc.gov/pdfs/Hatch_Act_Poster.pdf

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Volunteers Needed to Read

DC government employees may register to volunteer through the "Read with Me" project on serve.dc.gov. There are several program partners to select from, with time commitments ranging from a few hours every month to a few hours a week. The deadline to register is September 17, 2004. For more information, call (202) 727-7925.

About Serve DC

The mission of Serve DC is to strengthen and promote the District of Columbia's spirit of service through partnerships, national service and volunteerism. Housed in the Executive Office of the Mayor, Serve DC accomplishes its mission by enhancing the education of the community's youth, improving citizen safety and neighborhood emergency preparedness, and strengthening the community through service. Specifically, the office administers programs such as Citizen Corps, AmeriCorps, Learn and Serve, DC Youth Advisory Council, The Early Chapters, the Mayor's Community Service Award and National Youth Service Day.

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School Mental Health Clinician Julie Goldstein started the "Caught You Being Kind" program at the beginning of the 2003-2004 school year at School for the Arts in Learning (SAIL) Public Charter School, following teachers' complaints that students were engaging in antisocial behaviors such as name calling, hitting, mocking, and generally being unsupportive of one another. Therefore, this

program was created as a means of instituting pro-social or positive behaviors school wide.

In this program, students received "kindness coupons" when observed doing pro-social behaviors such as holding doors open, picking up after one another, helping peers to stem arguments, showing support or encouragement, and using courteous language. All staff were given coupons and asked to distribute to all students at any time. Students could not ask for coupons - they had to be observed engaging in a kind behavior. Students could redeem the coupons for small prizes from the "Kindness Coupon Store" staffed by Ms. Goldstein. Five coupons were needed before coming to the "Kindness Coupon Store".

Students who accumulated 20 coupons received a certificate during class from Ms. Goldstein. Also, the student's name was announced over the loudspeaker. The school also has a "Wall of Fame" with pictures of the students who earned 20 coupons.

The students were excited about the "Caught You Being Kind" program. They often stopped Ms. Goldstein in the hallway to tell how many coupons they had. As with any prevention program, evaluating the results were difficult. Some teachers reported that students were more positive towards one another and behaved more politely. Teachers used the coupons as incentives to help the more difficult students achieve positive results. One difficulty encountered was that students who typically engage in pro-social behaviors were given fewer coupons since their positive behaviors occurred more frequently.

By the end of the school year approximately 40 students had earned 20 or more coupons. Several earned as many as 40 or more. In lieu of holding a party for the entire school as was first suggested, Ms. Goldstein had "ice cream party" sessions for small groups of students. Students enjoyed this free time with each other and with the clinician.

Many students asked about earning coupons for next year, so Ms. Goldstein will attempt to do another school-wide pro-social campaign *(and always with a sweet treat at the end!)*.

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What's Up DMH

Gina Douglas, Public Affairs; Victoria TenEyke, DCCSA Community-Based Intervention; and LaTricia Parker, SYEP, visited Kalamazoo Recreation Center in Ward 1. Ms. TenEyke led the discussion with youth ages 5-18 years on Tuesday, August 3.

Jocelyn Ekpo, Provider Relations, distributed information to Ward 1 residents during a walk-through activity on Wednesday, August 4.

Julie Liu, Desi McLure and Corliss Walker, School Mental Health Program, gave a workshop to teenagers on "Bullying" at ParkView Recreation Center in Ward 1 on Thursday, August 5.

Julia Maxwell, DCCSA Clinical Administrator, gave a mental health information presentation to a women's advocacy group in Ward 4 on Monday, August 9.

Dr. Eric T. Jones, DCCSA NW Child and Family Community Support, made a presentation on loss and grief to the Earth Conservation Corps on Friday, August 13.

Donna Hagler, MHA, provided campers and their parents with information at Camp Riverview on Saturday, August 14.

Gina Douglas, Public Affairs, attended the Gospel Mission health fair in Ward 1 on Saturday, August 14.

Ana Chavez, DCCSA; Kieva Bankins, CINGS; Jocelyn Ekpo, Provider Relations; and Joyce White, CINGS, participated in the Latino Family Fair at Bell Multicultural Center in Ward 1 on Wednesday, August 18.